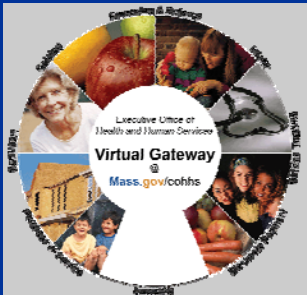


EIM/ESM Update

June 11, 2007
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The source for the latest information on the Enterprise Invoice/Service Management Service



EIM/ESM Overview

The Executive Office of Health and Human Services is implementing a web-based invoice and service management system (EIM/ESM).

EIM/ESM replaces and standardizes manual, paper-based processes that vary across EOHHS agencies. The service improves internal controls and streamlines invoice submission, approval, and payment. It also provides a central repository of information on all POS expenditures and service delivery.

In addition, EIM/ESM provides intake and service delivery management features for the Department of Public Health and its providers.

EIM/ESM will eventually support approximately 10,000 users, processing invoices totaling \$2.1B. each year.

Helpful Links:

[EIM/ESM Documents, Newsletters, and Training Materials](#)

Contact Us:

[POS.EIM-ESM@massmail.state.ma.us](#)

Release 3.2 Coming

We soon will release a new version of the EIM/ESM service. It will bring several enhancements, or new features, to EIM/ESM. The bulk of these changes support “back office” processing, helping to keep EIM/ESM aligned with MMARS, the Massachusetts Management Accounting and Reporting System.

One such change involves the contract encumbrance correction (CEC) interface that relays information to MMARS. As part of Release 3.2 a CEC will be created each time a negative payment is processed, eliminating the need for manual CECs and broadening recoupment opportunities. A related update will add a MMARS transaction ledger to EIM/ESM. It will capture within EIM/ESM transactions “known” to MMARS that could impact account balance information, which should diminish the need for manual reconciliations.

Release 3.2 also addresses the way Service Delivery Reports (SDRs) work. Most notably, changes correct the SDR “locking” problem encountered by some users. Future updates to EIM/ESM will address related SDR performance considerations.

Handling Staff Transitions

Do you know what to do if an EIM/ESM user leaves your organization?

First, departing staff members must be “deactivated” in Enterprise Organization Management (EOM). Second, a User Request Form (URF) indicating role(s) requiring deletion for that individual must be submitted to Virtual Gateway Deployment. Specific organizational guidelines differ:

Step #	For Providers	For Agencies
1-EOM	Staff managers can make such changes in EOM by updating the “Effective To” date in the individual’s Employment Summary. If, for example, the change were being made on the last day of employment, the “Effective To” date should be changed to the very next day.	Agencies may contact Virtual Gateway Customer Service to execute changes within EOM.
2-URF	Access Administrators can find this form (and an e-mail address to send it to) within the Welcome Package. It may be accessed via the EIM/ESM Get Started link featured under Publications on the Provider tab of the EOHHS web site. From the Provider Invoicing and Contracts page that results, select the Accessing EIM/ESM link and “Existing” or “New” Virtual Gateway Users.	Access Administrators may secure the necessary URF from his/her Agency Implementation Lead.

Your attention to such matters helps maintain the integrity of the EIM/ESM service. Thank you.



New Training Tools in Fiscal Year '08

The EIM/ESM user base is growing by leaps and bounds. In FY '08, the number of users will likely double. Given this – and the dispersion of our users – the Training Team has enriched learning opportunities.



In the past, all EIM/ESM training took place in a classroom at a specified time. Now, learners will have access to Computer Based Training (CBT). This new format allows “any-time, any-place” access to course materials. And, once users complete a course, they can revisit it whenever a “refresher” is needed. Instructor-based training won’t be fully replaced, of course. The particular format used (instructor-led vs. CBT) will depend upon user needs and the topic at hand.

Users will access this expanded complement of courses via the Commonwealth’s new Learning Management System (LMS). Known as PACE, for **P**erformance and **C**areer **E**nhancement, it replaces a previous LMS used mainly for registration purposes. The new LMS, however, houses training content. It also lets us create curricula at the user level. That means each user will log in and find learning opportunities customized to his or her unique needs.

When will new CBT materials be available? CBT content is now being finalized and made available via the LMS. Introductory content regarding EIM/ESM will be offered mid-month, with modules in Cost Reimbursement billing soon to follow.

How do I access new training content? Login credentials are supplied to new users after their respective organizations provide required background materials. Plans are being made regarding access by existing users of EIM/ESM. Stay tuned for more details!

PALs Living Up to Their Name

In our last issue we reported on the new “Provider Access Lead” (PAL) position, designed to support our provider organizations. We now have seven PALs on board, working closely with their provider counterparts.

Last month, the Provider Access Leads hosted workshops designed to help providers get their EIM/ESM forms underway. Sessions were held in Boston, Worcester and Northampton. Conference calls were facilitated for persons not wishing to travel. A total of 73 individuals from 44 provider organizations took advantage of this assistance.

PALs are now setting their sights on another key area: training. In the next few weeks, Provider Access Leads will work with provider staff to structure training programs that match the needs of each person who will use EIM/ESM.

What’s Next

We are preparing for a very busy summer. In July, we will welcome about 90 new provider organizations. Another 400 will come on board in August! Several new agencies join us this summer, including the Departments of Veterans’ Services, Youth Services, and the Massachusetts Rehabilitation Commission. All of these organizations are working hard to get ready, and we appreciate their efforts.



Virtual Gateway Customer Service

**Monday — Friday
9:00 AM — 5:00 PM**

**1-800-421-0938
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